



# **INFORMATION TECHNOLOGY “Change Management Group”**

**CDM/ISEA Team Lead Update  
3 December 02  
Washington, DC**

# IT Change Management

**MISSION: Identify areas for process improvement including the ability to accommodate and manage change through the proper application of best Configuration Management practices**

## Information Technology

Action Item: # 001

Action Source: Group Consensus Due: 30 May

### <sup>02</sup> **Brief Description:**

- Assess current CM process at NLSC.

### **Action Item:**

- NAVSEA 04L5 will form an independent audit team to assess the current CM process and work with NLSC to establish an improved CM process.

### **Status:**

- **Complete** - Assessment performed in May 02.

# Information Technology

Action Item: # 002

Action Source: Group Consensus      Due: June 02

## **Brief Description:**

- Standardize the Change Request (CR) form.

## **Action Item:**

- Develop and establish a standardized Change Request (CR) form. There should be one standardized form to reflect all major or minor changes to CDMD-OA and associated hardware. (A procedure on how to fill out the CR form is required. Also, hardcopy will be accepted.)

## **Status:**

- **Complete** – Standard process established and issued that all change requests are to come through the HelpDesk.

# Information Technology

Action Item: # 003

Action Source: Group Consensus      Due: August 02

## **Brief Description:**

- Not all changes are tracked throughout their life-cycle from initiation to implementation.

## **Action Item:**

- Requirements for tracking changes need to be enhanced to include all categories of changes. The tracking tool should reside in a single database.

## **Status:**

- **Complete** – HelpDesk tracks trouble calls and resolution (not just initial quick fix or work-around). Also, AUTOSIR numbers identified to release in which they are resolved.

# Information Technology

Action Item: # 004

Action Source: Group Consensus      Due: Jan 04

## **Brief Description:**

- Formalize the criteria for when a change needs 04L5 approval versus local NSLC approval.

## **Action Item:**

- NAVSEA 04L5 to provide formal criteria for when a change requires their approval versus NLSC approval only.

## **Status:**

- **In process** – Official criteria not documented, but 04L5 approves all changes other than bug fixes.

# Information Technology

Action Item: # 005

Action Source: Group Consensus      Due: As  
Required

## **Brief Description:**

- Controlling Interface changes.

## **Action Item:**

- Interface Control Working Groups (ICWGs) need to be established.

## **Status:**

- **Evolving** - As issues arise (examples - Fleet Firewall, REMAD, Triple RIN), informal Interface Teams are formed among the involved organizations. All modifications to and from CDMD-OA are closely reviewed for interface impact.



Information Technology

Action Item: # 006

Action Source: Group Consensus      Due:

**Brief Description:**

- NAVSEA and NSLC CCB process.

**Action Item:**

- NAVSEA needs to strengthen and formalize CCB process.

**Status:**

- **Complete** – CCB still meets infrequently; however, it works, taking into account limited resources, and relatively low number of actual modifications to CDMD-OA. “Virtual CCB” (by e-mail) for issues that require action in interim.



# Information Technology

Action Item: # 007

Action Source: Group Consensus      Due:

## **Brief Description:**

- Implementation planning is inadequate.

## **Action Item:**

- A formal approach to Implementation planning being established for complex changes. (NSLC owns the implementation plan)

## **Status:**

- **In Process** – Improvement made in this area. NSLC-DETPAC does have a formal step-by-step process in place, and are documenting it.

# Information Technology

Action Item: # 008

Action Source: Group Consensus      Due:

## **Brief Description:**

- Testing process needs to be improved.

## **Action Item:**

- Establish a formal procedure to write test plans in the appropriate format for testing CDMD-OA software.
- Establish a separate test platform to test CDMD-OA software.

## **Status:**

- **Ongoing** – Test scripts are formally documented. End-to-end and independent testing is done before release. Separate test databases have been established.

# Information Technology

Action Item: # 009

Action Source: Group Consensus      Due:

## **Brief Description:**

- Change Process Metrics will be provided to management.

## **Action Item:**

- The new change request forms will be structured to provide meaningful metrics:
  - Measurements and reason for change, cost of change and cycle time
  - Status reports of all approved and pending changes will be provided to management on a regular basis (*see next slide*)

## **Status:**

- **Ongoing** - HelpDesk provides statistics on call resolution (individual open calls are reviewed manually). In-process changes are identified and status is provided weekly to 04L5.

# Information Technology

Action Item: # 010

Action Source: Group Consensus      Due: June 04

## **Brief Description:**

- Baseline management needs to be improved.

## **Action Item:**

- Assess current baselines and make recommendations for improvement.

## **Status:**

- **Ongoing** - Code baseline is being addressed by Code Review Team (roughly 70% complete). Structure and process for entering code into Source Safe has been initiated. Equipment and other software baselines are established and are being documented.

Information Technology

Action Item: # 011

Action Source: Group Consensus      Due:

**Brief Description:**

- Document Control Process.

**Action Item:**

- Generate procedures for master document control.

**Status:**

- **Ongoing** – NSLC-DETPAC is in process of documenting all procedures. Tech writers have placed all existing documents into Source Safe, and control will be managed using this tool.

# Information Technology

Action Item: # 012

Action Source: Group Consensus      Due: July 04

## **Brief Description:**

- There is a need for a dedicated configuration manager to oversee the change management and other related CM processes.

## **Action Item:**

- Identify a Configuration Manager who will be responsible for creating and maintaining CM processes for CDMD-OA, RAD, and other associated software and hardware.

## **Status:**

- **On Hold** – Awaiting current NAVSEA and NSLC-DETPAC realignments.



# Information Technology

Action Item: # 013

Action Source: Group Consensus      Due: July 04

## **Brief Description:**

- NAVSEA review of existing IT CM best practices.

## **Action Item:**

- Investigate best IT CM practices and apply as appropriate.

## **Status:**

- **Ongoing** - Best practices are being identified from CDM/ISEA assessments, and selected for consideration as part of Business Process Reengineering.



Information Technology

Action Item: # 014

Action Source: Group Consensus      Due:

**Brief Description:**

- Establish due dates.

**Action Item:**

- Develop critical path and POA&M based on recommendations made by independent CM assessment team.

**Status:**

- **Partially Complete**